

On-Line Appointments

You can make an appointment on line using your computer, tablet or mobile phone. The service is available 24 hours a day, seven days a week and is great not just for making appointments for the GP's and Nurses, but you can order your repeat medications and check your recorded allergies.

You will need to register first in order to use our on-line or phone app services. Full details on how to register, along with the application form, is available from our website:

www.happyhousesurgery.nhs.uk

You can get the phone app from the Google Play store – look for the patient access app



You can make up to two appointments for a GP or Nurse. You cannot use this service for Emergency appointments, Nurse Practitioner triage, bloods and midwife appointments – these needs to be booked by the surgery.

We are sorry (and appreciate the inconvenience caused) but we are unable to register patients under the age of 16 for this service for confidentiality reasons.

We do allow parents to make an appointment in their own name for the child providing you inform us that you have done this prior to your appointment.

Other On-line Facilities

In addition to making appointments on-line, you will also be able to request any medications you have on a repeat basis and even arrange for the prescription to be sent directly to your chemist, ready for you to pick up.

You can also check any allergies we have recorded against you.

You can also apply for additional internet access (level 2) which in addition to the features outlined above gives you access to:

- Problems
- Recent Immunisations
- Results

The application form outlines some considerations you should make, if requesting level 2 access, alongside some advice about your 'account' and the importance of keeping your passwords and information safe.



Happy House Surgery

Appointments Leaflet



Reception: 0191 5282222
www.happyhousesurgery.nhs.uk

How our appointment
system works and who can
best deal with your needs.

November 2017

Our surgery operates an appointment system only.

This means that if you turn up at the surgery without an appointment we will be **unable to see you**.

How can I make an appointment?

- Telephoning reception during opening hours on 0191 5282222
- You can make an appointment at reception during opening hours
- On line - available 24/7! Read the on-line section later on for full information. (GP and Practice Nurse Appointments)

How does the appointment system work?

GP Appointments

Our appointment book for the week ahead **opens on a Friday at 7am**. In order to be fair to all of our patients we do not take appointments for the week ahead until the book opens unless the GP has specifically asked for this. Appointments do fill up quickly.

Same day (Nurse Practitioner) Appointments

These can only be booked on the day by contacting the reception which opens on a Friday at 7am, Monday at 8am and Tuesday - Thursday at 8.30am. You must have an appointment to be seen.

Our Nurse Practitioners can deal with most problems a GP can (although they are not allowed to sign a 'sick note' though can arrange for one for you). They can prescribe a full range of medicines.

The Nurse Practitioner will ring you to discuss whether you need to be seen by a GP, Nurse Practitioner or Nurse at the surgery, or whether your problem can be dealt with over the phone.

Practice Nurse Appointments.

Our appointment book for the nurses is open usually over a month in advance. Appointments with our practice nurses are usually for:

- Travel Vaccinations or other Vaccinations
- Baby Immunisations
- Swabs
- Contraception Advice or Review
- Chronic Disease Review or Annual Review (Heart, Asthma, COPD, Diabetes etc)
- Smear
- ECG
- Advice or help with Weight Management
- Sexual Health
- Pregnancy Test

These appointments can be booked either through reception or on line.

Healthcare Assistant Appointments.

Our Healthcare Assistant appointments are only bookable through reception and are usually for:

- If you need your Blood Pressure taken
- If the GP says you need blood tests
- An Annual Review and need to have bloods taken
- 'MOT' or 'NHS Health Check'
- Smoking Cessation
- Spirometry or ECG
- Weight Management
- Ear Syringing

Treatment Room Nurse – Dressings and Dopplers

These are bookable through Springwell Health Centre on 0191 5282727 between 8.30- 12 noon and 1pm – 5pm.

Midwife

Again, bookable through reception, these are for expectant and newly expectant mothers.

Appointment Times

It would be helpful if you could arrive a few minutes before your appointment time: please let us know if you are going to be delayed. We are sorry, but we would not routinely usually see a patient who is over 15 minutes late.

It is important that you check in at reception so the Doctor can call you when it is your turn. Appointments are always called in time order. Please use our Automated Check-in desk on the pillar, when you arrive. You may be asked to fill in a short 'Friends and Family' questionnaire once you have seen the GP which is appreciated. You may also be asked to fill in a longer patient questionnaire – again this is appreciated.

An appointment is only for the named patient and not for other members of the family who do not have their own appointment.

If you cannot make your appointment.

If you cannot make your appointment or need to cancel an appointment, please let us know as soon as possible. We can always give the appointment to another patient. You can cancel an appointment by:

- contacting the surgery
- If you have received a text reminder, you can cancel the appointment by texting back CANCEL.
- If you have on-line access, you can cancel them on-line too.

Repeat Medications

Please do not make an appointment to order a repeat medication only. Requests are made to reception and take two working days to complete.

If you require a repeat of an acute medication the GP gave you, we will need to ask the GP first and may take up to two days for a response.